# LTIL Secrets of Service Level Management: A Process Owner's Guide (Paperback)



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## Reviews

These types of publication is the best book available. it absolutely was writtern very completely and helpful. I am very happy to explain how here is the greatest book we have study within my individual existence and can be he greatest publication for possibly. (Lucas Brown)

# LTIL SECRETS OF SERVICE LEVEL MANAGEMENT: A PROCESS OWNER S GUIDE (PAPERBACK)



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TSO, United Kingdom, 2013. Paperback. Condition: New. UK ed.. Language: English. Brand New Book. An ITIL process guide that describes how to plan for, design, transition, operate and improve service level management. With a practical focus and real-life examples, this book turns the theory of SLM into practice. Key Features: Illustrates how service level management interacts with the ITIL service lifecycle, and the lifecycle of service level management itself includes real-life examples and experience for service level management experts Contains step-by-step guidance to enable practitioners to design and implement elements that support service level management Written in an engaging style.

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